CITY OF CEDARTOWN, GEORGIA

Policy to Make Services Accessible to Limited English Proficient Persons

As a recipient of federal funds, the City of Cedartown, Georgia is subject to the following federal non-discrimination laws:

- Title VI of the Civil Rights Act of 1964
- Title VII of the Civil Rights Act of 1964

Title VI prohibits discrimination in programs and activities receiving Federal financial assistance. Title VII prohibits discrimination in employment. In compliance with these non-discrimination laws, and with the Americans with Disabilities Act, the City of Cedartown sets forth the following policy to provide services to Limited English Proficient, deaf, or hard of hearing persons:

- The City of Cedartown will maintain an updated list of bilingual staff available to those seeking services. Staff will have access to this list to respond to any incoming calls. The list will include the language proficiencies of staff members.
- If a person needs interpretation services over the phone in a language in which no staff, volunteers, or interns are proficient, the City of Cedartown will contact the AT&T language line at 800.752.6096 after courteously asking the caller to hold. A staff representative will be provided with the credit card information and procedures for obtaining the language line's services in the event a Limited English Proficient person calls.
- If a person is deaf or hard of hearing, the City of Cedartown will utilize a sign language chart to assist the deaf person.
- The City of Cedartown will publicize on its website that the City does not discriminate based on Limited English Proficiency and that services are available regardless of language ability.

Filing a Complaint

A person who believes they have been harassed or have been subject to discriminatory treatment with the City of Cedartown because of race, color, national origin, sex, age, religion, or disability, or has been retaliated against for engaging in protected activity, is urged to file a complaint through the Cedartown Title VI & VII Coordinator. Formal complaints must be filed within 180 calendar days of the alleged act of discrimination. The complaint may be filed in a letter, in an email, in person, or over the phone. In anticipation of filing a complaint, an individual may find it beneficial to contact the Title VI & VII Coordinator to obtain policy clarification, advice, or assistance.